

The Settlement Sector: Values & Principles

Shankari Balendra

Settlement Worker & Coordinator

Access Alliance Multicultural Health and Community Services



What is Settlement?

- * Settling in a new country can be a long and difficult process. Newcomers adjust to life in the new country by finding a place to live, finding a job, perhaps learning a new language, and learning their way in a new culture and society.
- * Many newcomers also find themselves facing barriers and difficulties they never expected such as racism, poverty, discrimination, and heterosexism.

Settlement is a right

Settlement is a two way process which involves the host society and the newcomers and in order for a successful settlement both parties need to adjust and accommodate each other.

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Core values of settlement services

- Access
- Inclusion
- Client empowerment
- User-defined services
- Holistic approach
- Respect for the individual
- Cultural sensitivity
- Community development
- Collaboration
- Accountability
- Orientation towards positive change
- Reliability

BEST PRACTICE GUIDELINES

- * Services are accessible to all who need them
- * Services are offered in an inclusive manner, respectful of, and sensitive to, diversity
- * Clients are empowered by services
- * Services respond to needs as defined by users
- * Services take account of the complex, multifaceted, interrelated dimensions of settlement and integration. A holistic approach

BEST PRACTICE GUIDELINES

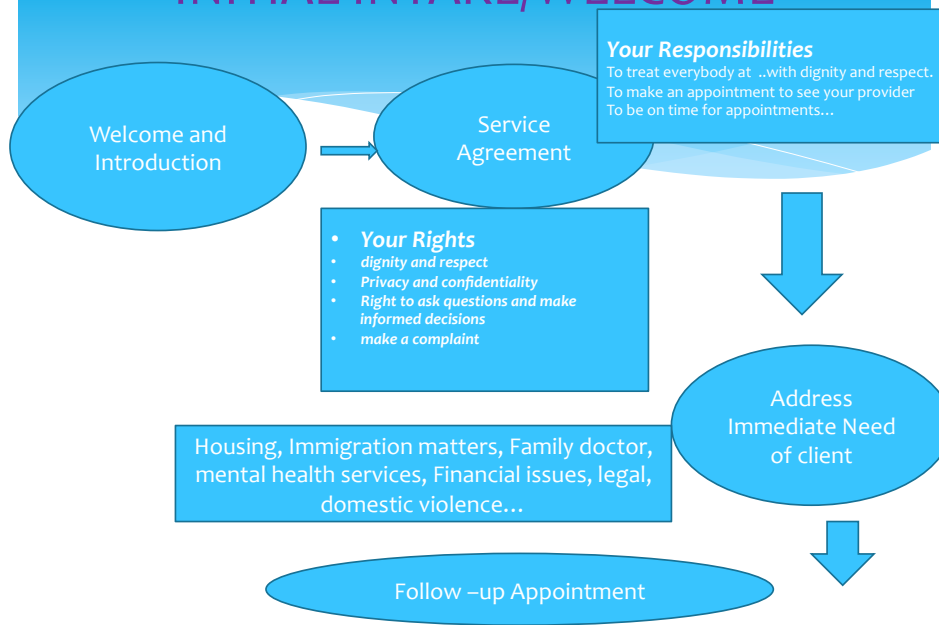
- * Services are delivered in a manner that fully respects the rights and dignity of the individual
- * Services are delivered in a manner that is culturally sensitive.
- * Services promote the development of newcomer communities and newcomer participation in the wider community, and develop communities that are welcoming of newcomers.

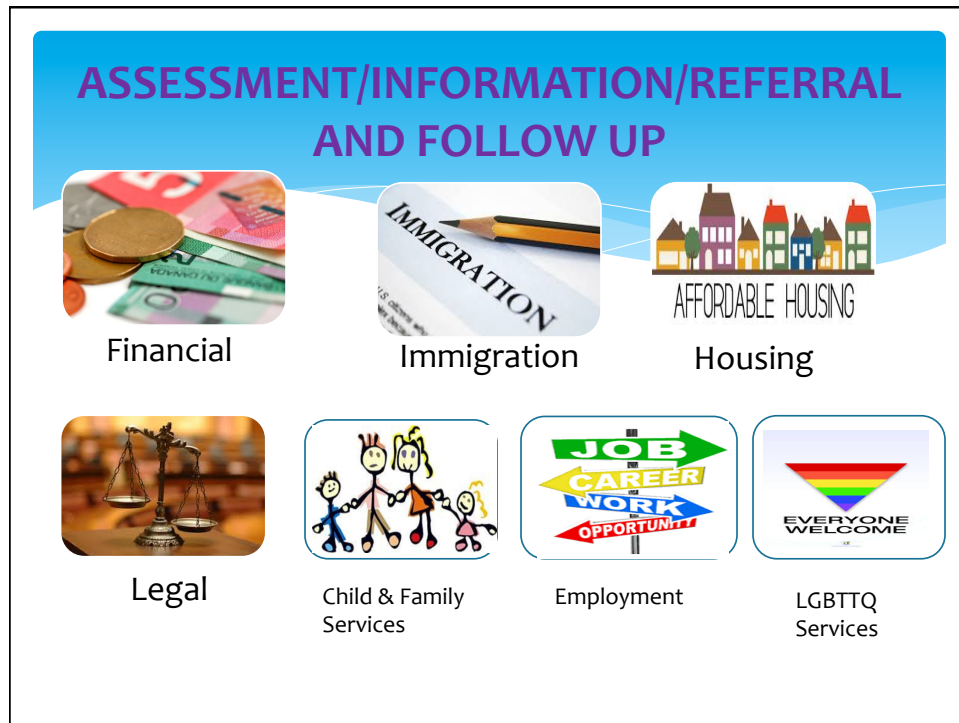
BEST PRACTICE GUIDELINES

- * Services are delivered in a spirit of collaboration
- * Service delivery is made accountable to the communities served.
- * Services are oriented towards promoting positive change in the lives of newcomer and in the capacity of society to offer equality of opportunity for all.
- * Services are based on reliable, up-to-date information.

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INITIAL INTAKE/WELCOME





Working with refugees and sponsors

- * Navigating the systems in Ontario
- * Language Barrier to access social and health services
- * Lack of coordination/communication between refugees, service providers, sponsor groups
- * Empowerment of newcomers/refugees
- * Understanding client centered approach
- * Specific mental Health needs
- * Employability after sponsorship period
- * Introduction to new concepts/laws in Canada-Parenting , LGBTQ services
- * Different pathways of sponsorship and difference in benefits for Refugees

How to build the Bridge

Role of the sponsor

- * On-going support with a component of empowerment
- * Understanding client centered approach
- * Roles and Responsibilities
- * Understand transition period from sponsorship to being independent
- * Accommodating the work of frontline settlement workers

Expectations from the sponsored person

- * Settlement workers explain this when they sign the service agreement.
- * Sponsors will explain this according to what they have in the sponsorship agreement.
- * The role of the sponsored person will depend on the literacy level, pre-migration experience of the client and mental health status of the refugee.

Role of a service provider

- * Service Provider is person who works with the refugees and sponsorship groups to facilitate the settlement in Canada.
- * Service provider does not make decisions on behalf of the client or the sponsorship group but educate and inform the services and resources available
- * Maintain professional relationship all the time with both groups

Questions

